



Certificate of Express Mailing

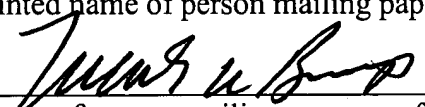
"Express Mail" Mailing Label Number: EV194992945US
Date of Deposit: 01/13/2003
Ref: Case Docket No.: P3251
First Named Inventor: Igor Neyman
Serial Number: 08/928,861
Filing Date: 09/12/1997
Title of Case: Call Center Apparatus and Functionality in Telephony

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Response H.
2. RCE transmittal.
3. Duplicate RCE transmittal.
4. Check for fees in the amount of \$750.00.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)


(Signature of person mailing papers or fee)

RECEIVED
JAN 16 2003
Technology Center 2600